Residential
Tenancy
Commission

Report to the Minister

Residential Tenancy Commission

1984-85

Residential Tenancy Commission
Commission de location résidentielle

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September 30, 1985

The Honourable Alvin Curling
Minister of Housing
777 Bay Street, 17th Floor
Toronto, Ontario
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Dear Minister,

It is my privilege and pleasure to submit the Annual Report of the Residential Tenancy Commission, pursuant to Section 91(1) of the Residential Tenancies Act, for the fiscal year April 1, 1984 to March 31, 1985.

During the period being reported the Residential Tenancy Commission was a part of the Ministry of Consumer and Commercial Relations. This Report is being submitted to you since the Minister of Housing, formerly the Minister of Municipal Affairs and Housing, became responsible for the Residential Tenancy Commission effective May 22, 1985.

Yours respectfully,

P. C. Williams
Chief Tenancy Commissioner

RESIDENTIAL TENANCY COMMISSION
REPORT TO THE MINISTER
1984/85

RESIDENTIAL TENANCY COMMISSION

REPORT TO THE MINISTER FOR FISCAL YEAR 1984/85

TABLE OF CONTENTS

		Page No.
	STATISTICAL HIGHLIGHTS OF ACTIVITIES FOR 1984/85	
1.	INTRODUCTION	1
2.	LEGISLATIVE AND POLICY DEVELOPMENT	2
3.	ROLE AND ORGANIZATION OF THE COMMISSION	4
4.	WORKLOAD AND SERVICE LEVEL ANALYSES	5
5.	RENT REVIEW RESULTS	12
6.	RENT REVIEW PROGRAM STATISTICS	15
	Tables 1-5A Analyses of Whole Building Review Hearings	17-22
	Tables 6 Results of Tenant Applications Disputing Proposed Rent Increase	23
	Table 7 Results of Tenant Applications for Rent Rebate	24
	Table 8 Results of Appeal Hearings	25
	Table 9 Inquiry Statistics	26
	Table 10 Workload Statistics by Field Office	27
	Table 11 Six Year Statistical Summary	28
	PUBLIC INFORMATION MATERIAL	
	RESIDENTIAL TENANCY COMMISSION OFFICES	

REPORT OF THE
RESIDENTIAL TENANCY COMMISSION

STATISTICAL HIGHLIGHTS OF ACTIVITIES FOR 1984/85

	Page Reference
• Landlord applications received in the fiscal year were 1,793 involving 58,043 rental units. In the previous year 2,074 applications were received involving 76,839 rental units.	5
• Landlords requested an average increase of 15.95% and were granted an average increase of 10.03%, the lowest average increase granted since the establishment of the Commission in 1979.	12,17
• Ten percent of all units coming through rent review were granted a rent increase at or below the guideline rate of 6%. Only 2% of all units received rent increases above 20%.	22
• A total of 3,336 tenant applications for rent rebate were received in the year. Informal mediation between landlords and tenants, assisted by a Commission mediator, led to an agreement in seven out of every ten cases finalized during the year.	6,7
• Tenants who received a rent rebate obtained an average rebate of $757. Tenants recovered from landlords approximately $1.3 million in excess rents paid.	24
• Convictions were obtained in six prosecutions against landlords who breached Commission orders or who were in contempt of the Commission, resulting in fines ranging from $1,000 to $20,000.	9
• 306,000 inquiries were received in the year. Three times as many tenants as landlords utilized this service.	8,26
• The appeal rate was 20%, representing one in five initial orders appealed.	7,14

REPORT TO THE MINISTER
FOR FISCAL YEAR 1984/85

1. INTRODUCTION

Review of Fiscal 1984/85 Operations

The Residential Tenancy Commission completed its sixth year of operation in the fiscal year. The Commission of Inquiry into Residential Tenancies (Thom Inquiry) released its Phase I Report on rent review reform and the Government announced, on October 30, 1984, its intention to implement major changes to the rent review process. As an immediate measure the Government revoked the regulation exempting residential units renting for $750 or more effective October 30, 1984. The government further extended the provisions of the Residential Complexes Financing Costs Restraint Act from its scheduled expiry of December 31, 1984 to December 31, 1985.

The year saw workload, as measured by the receipt of incoming whole building review applications, continue its decline from the previous year and from the peak levels of 1982/83. The declining workload had a favourable impact on the applications backlog, and the number of outstanding whole building review applications was reduced to 409 at year-end (a five-year low) from 566 on March 31, 1984 and 1,978 on March 31, 1983. Tenant applications for rent rebate increased for the fifth successive year reflecting a greater concern by tenants of illegal rents and of remedies available to them under the Act for the recovery of these rents. The number of appeals filed and appeal hearings held declined sharply during the year commensurate with the decline in initial-level hearings.

During the year the Commission initiated activities for determining non-compliance with Commission orders. Random spot checks lead to intensive investigation and prosecutions in a number of cases.

Future Outlook

On July 2, 1985 the Government announced its intention to submit to the next session of the Legislature several amendments to the Residential Tenancies Act. Included in the new measures would be the reduction of the guideline rate from 6% to 4% applicable to rent increase effective from August 1, 1985; the extension of rent review to all private rental dwellings effective August 1, 1985; and the establishment of a rent registry. Subsequent announcements by the government indicated that all rental units renting for more than $750 as well as all private rental units occupied since January 1, 1976 would be included under rent review effective August 1, 1985.

However, until such time as legislation is introduced and passed the Commission will continue to operate under its present mandate.

These legislative changes are expected to significantly increase the Commission's workload.

2. LEGISLATIVE AND POLICY DEVELOPMENT

Thom Inquiry - Background

In 1982 the purchase and resale of some 11,000 rental units took place in Metro Toronto in a rapid series of transactions involving increasing purchase prices. These events, combined with perceived inadequacies of the current system, led the Government to decide that an independent, exhaustive study of the rent review system was required.

On November 16, 1982 the Minister of Consumer and Commercial Relations announced the establishment of a Commission of Inquiry into Residential Tenancies under Stuart Thom, Q.C.. The Inquiry was asked to "look into the application of the existing laws to the regulation of rents and to make recommendations or changes that will eliminate or reduce any of the inequities that have been found in the present system".

As an interim measure the Minister introduced a rent restraint bill entitled the Residential Complexes Financing Costs Restraint Act that limited to 5% rent increases attributable to a pass-through of financing costs arising out of the sale of rental property.

Thom Inquiry - Phase I

Because of the complexity of matters to be dealt with, the Inquiry divided its work into two phases. The first phase examined in detail the current system of rent review and recommended improvements that would make the system more equitable to landlords and tenants. The Inquiry held some 80 days of public hearings in major cities across Ontario and received 120 written submissions from interested landlord and tenant groups, corporations, government agencies and private individuals.

The Residential Tenancy Commission was represented at the hearings by counsel and responded to the various concerns raised by other parties. The Commission also recommended ways to improve the rent review process. The Phase I Report was released by the Minister of Consumer and Commercial Relations in the Legislature on October 30, 1984.

The Report contains 65 major recommendations touching on virtually every aspect of the present rent review system.*

After much study and discussion the Minister of Consumer and Commercial Relations, on March 20, 1985, announced several proposed changes to the Residential Tenancies Act, to be introduced in the next session of the Legislature.

Highlights of the proposed changes:

- Appointment of both landlord and tenant representatives to the Board of Commissioners of the Residential Tenancy Commission.
- Reduction of the guideline rate from 6% to 4% for one year.
- Making permanent the revocation of the $750 exemption effective October 30, 1984.
- Permanently adopting the ceiling of 5% on financing cost pass-through as a result of the purchase of rental property.
- Introducing measures to enable tenants to obtain rent reductions where costs allowed in previous rent reviews have subsequently declined or run their course.

*Copies of the Report of the Commission of Inquiries into Residential Tenancies (Volume I) may be obtained at the Ontario Government Bookstore, 880 Bay Street, Toronto, Ontario M7A 1N8.

- Introduction of new incentives for landlords to maintain their properties but removal of those features that encourage conversion to luxury accommodation.
- Reaffirmation of commitment to a Rent Registry system.
- Commitment to implement a number of the procedural improvements as well as a substantial majority of the formal recommendations contained in Volume I of the Thom Report.

Thom Inquiry - Phase II

The purpose of Phase II is to define the objectives of rent review in a theoretical sense and examine measures, in addition to rent review, that might assist in achieving these objectives. A second objective of Phase II is to find means of providing rental accommodation at fair rents for accommodations to which the Residential Tenancies Act would apply.

As part of Phase II, a number of research reports were prepared covering a broad cross-section of rent review subject matter, and these were discussed at public hearings in October, November and December, 1984. Some of the research material prepared for public discussion included:

- Possible Rationales for Rent Regulation
- Survey of Financial Performance of Landlords (before and after the introduction of rent regulations in Ontario).
- An Economic Analysis of Investment in the Regulatory Process for Rental Accommodation
- Rent Regulation as a Policy Instrument for
  - Alleviating the Housing Affordability Problem
  - Stabilizing Rent Levels
  - Complementing the Security of Tenure Provisions of the Landlord and Tenant Act.
- An Analysis of the Distributive Impact of Rent Regulation.

Policy Guidelines

The Commission issues a number of policy and procedural guidelines and informational material to assist Commission staff and the public in the interpretation and application of the Act. In particular the Commission issues Interpretation Guidelines, comprising procedural and rent review guidelines, which are intended to assist Commissioners and the public in the interpretation and application of certain key provisions of the Residential Tenancies Act. However, these are not binding statements of law and do not in any way restrict the discretion of the Commissioner where he/she may have a different interpretation of the Act.

The Interpretation Guidelines are continually being updated to reflect legislative changes, court decisions and experience of the Commission in dealing with specific situations. New guidelines are developed to address emerging issues or clarify problem areas.

3. ROLE AND ORGANIZATION OF THE COMMISSION

Role of the Commission

The Residential Tenancy Commission is a quasi-judicial body established under the authority of the Residential Tenancies Act, Revised Statutes of Ontario 1980, chapter 452. It has jurisdiction under the Act to review rent increases at the request of either a landlord or tenant. Its activities include:

- reviewing applications from landlords requesting approval to charge rent increases above a percentage guideline specified in the Act; and determining the maximum monthly rent which can be charged

- reviewing applications from tenants disputing rent increases proposed by landlords which fall within the guideline

- reviewing applications from tenants claiming a rebate for rents charged in excess of the amount allowed under the Act, establishing the lawful monthly rent and the amount of rebate to be paid.

Commissioners conduct hearings into applications from landlords and tenants and issue orders along with reasons setting out the maximum rent that may be charged. Appeal Commissioners consider appeals to decisions of Commissioners. Appeal hearings are conducted by a panel of 3 Appeal Commissioners, and the panel's order is final under the Act.

The Commission also serves as a source of information on the residential portion of the Landlord and Tenant Act. This Act prescribes rights and responsibilities on many aspects of landlord-tenant relationships, including such areas as evictions, tenancy privacy rights, responsibilities of landlords and tenants for maintenance and repairs, and security deposits. The Commission publishes the pamphlet "Your Rights and Obligations under the Landlord and Tenant Act."

Organization of the Commission

The administration of the Commission is vested in a Board of Commissioners appointed by the Lieutenant Governor-in-Council. The Board consists of the Chief Tenancy Commissioner, three Regional Commissioners, three Appeal Commissioners and two legal counsel from the Ministry of the Attorney General.

The Commission serves the public through 21 offices which are administratively grouped into three regions. These offices receive and process applications from landlords and tenants and provide inquiry services to the public on rent review and other landlord-tenant matters. A group of Head Office staff provides legal, technical and administrative support services to the local offices.

At year-end the Commission had 203 staff which included 24 Commissioners, 15 Appeal Commissioners and 3 Regional Commissioners.

Budget Performance

Actual expenditure for the year was $7.4 million against an appropriation of $7.7 million. This compares to an actual expenditure of $7.7 million in the previous year. The reduction in expenditure was due to a reduction in workload.

4. WORKLOAD AND SERVICE LEVEL ANALYSES

Whole Building Review Applications

During the year the Commission received 1,793 landlord applications for whole building review involving 58,043 rental units. These figures represent decreases of 14% and 24% respectively from 2,074 applications and 76,839 rental units received in the previous year.

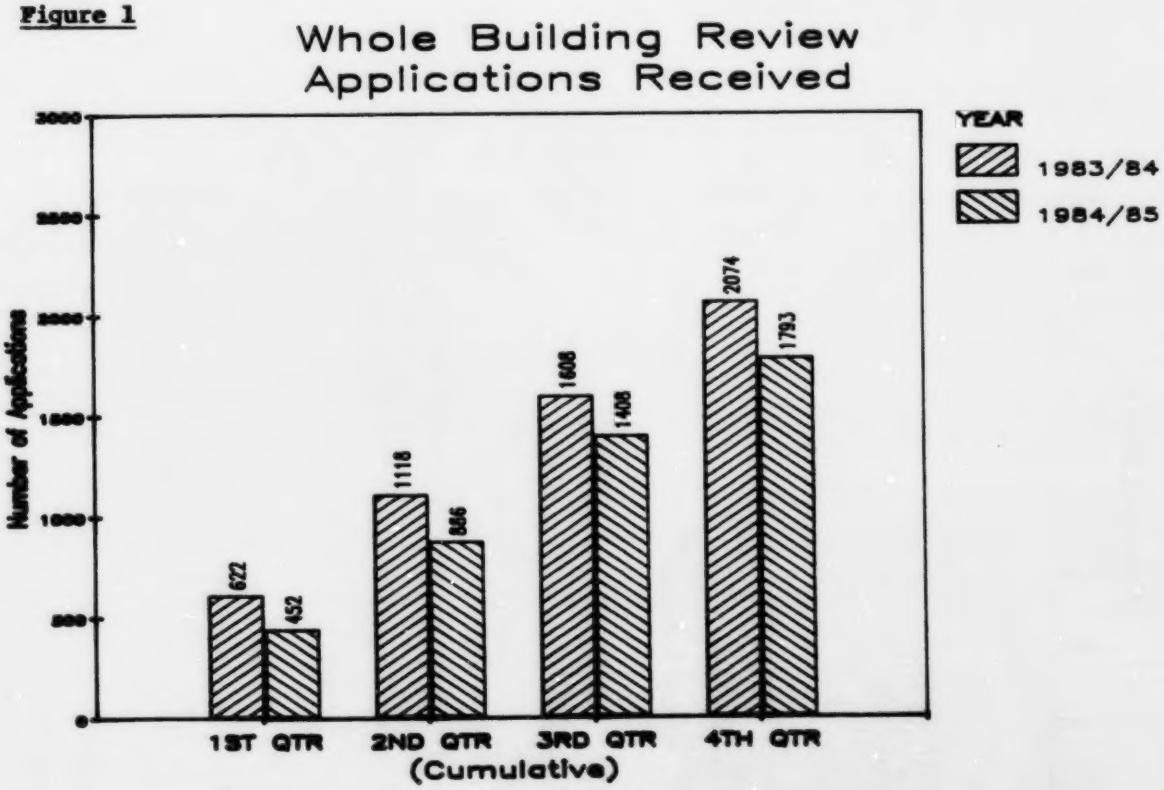
The chart below represents incoming whole building review applications, by quarter, for years 1984/85 and 1983/84 (see Figure 1).

The lower number of applications received in the year reflects a falling inflation rate and generally stable interest rates in the 11.5%-13.0% range (chartered banks prime) for most of the year. Inflation, as measured by changes in the Consumer Price Index, was at the 4% level for much of the year enabling many landlords to operate within the prescribed guideline rate.

Continuing the trend of the past several years applications by landlords of large complexes (i.e. apartment buildings with elevators), while representing a relatively small proportion (25%) of all hearings held, resulted in decisions affecting a large segment (78%) of total rental units involved. (Refer to Tables 2 and 3 in Chapter 6).

The service level for whole building review applications showed substantial improvement over last year; on average the time required to process an application from day of receipt until the order was issued was reduced by approximately 25%. The time taken to process an application during the year averaged 5 months, a reduction of 2 months from the previous year's average. Nearly half of all applications (46%) were processed in less than four months.

Figure 1



The average amount of time taken to prepare and issue an order of the Commission following a hearing was just under 2 months. For small complexes (1-6 units) orders were issued in just over 1 month; very large complexes (300 + units) required just under 3 months.

An improvement was also shown in the number of orders issued prior to the effective date of the first rent increase. While this was achieved in only 13% of all applications, this rate is nearly double that of the previous year.

While not ideal, this change in service level does indicate an improvement in the Commission's service to the public. The Commission anticipates further improvement.

Tenant Applications for Rent Rebate

The number of applications for rent rebate increased 6% in the year to 3,336 from 3,135 in the previous year. The substantial increase in these applications in the last few years could be attributed to an increased tenant awareness and concern over the possibility of rent overcharges.

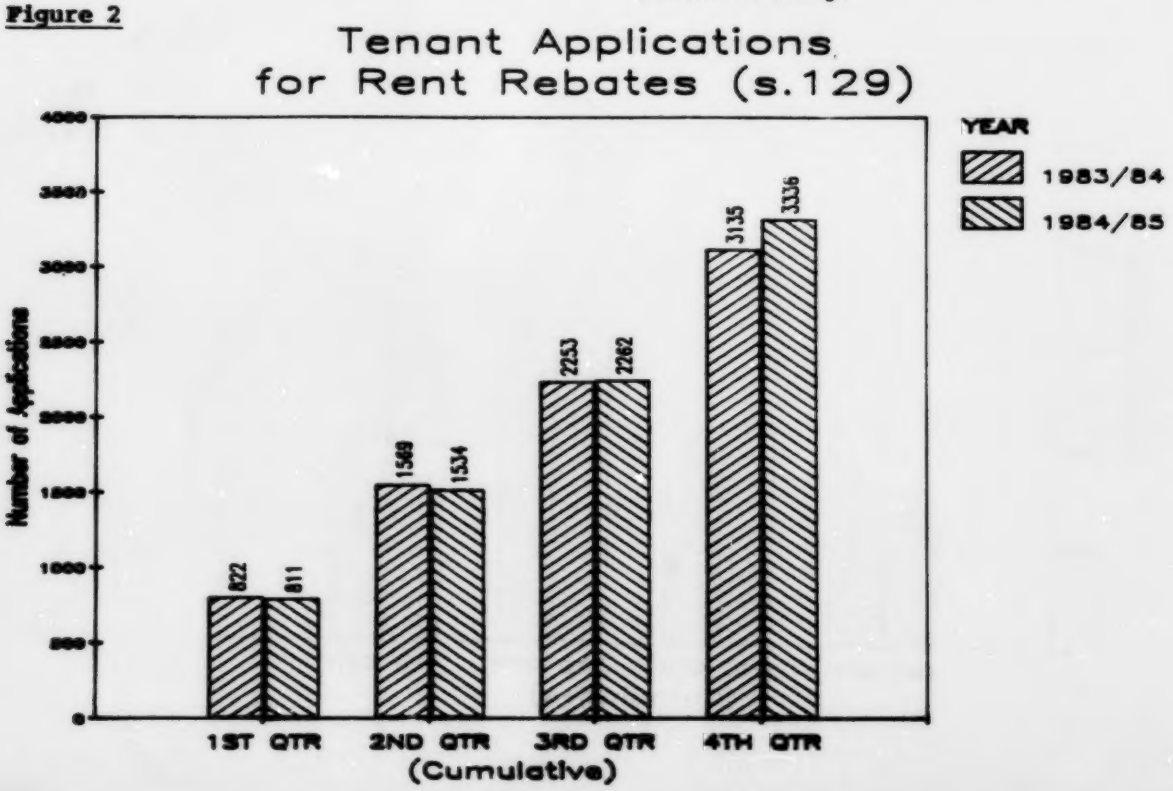
The service level for these applications improved slightly from last year. It took an average of 72 days to successfully mediate an application where one was so resolved, compared to 100 days in the previous year. Where a hearing was required the average time taken between receipt of the application and issuance of the order was 143 days, down from 167 days in the last year.

The chart (Figure 2) below depicts tenant applications for rent rebate, by quarter, for the past two years.

Tenant Applications disputing a Proposed Rent Increases

These applications dropped sharply in the year to 550 from 852 in the previous year. The decline may reflect awareness by tenants that they need not challenge increases above the guideline rate as all such increases must be approved by the Commission at a whole building review hearing.

Figure 2



The service level in the resolution of these applications was below expectation. The average time taken between receipt of the application and a mediated settlement, where one was achieved, was 97 days compared to 88 days in the previous year. Where mediation was unable to resolve the matter and a hearing was held, it took an average of 202 days to process the application including mediation time, up from 172 days in the previous year.

The chart (Figure 3) below represents incoming tenant applications disputing proposed rent increases, by quarter, for the past two years.

Mediation

The Residential Tenancy Commission is required to "assist the parties to the proceeding in attempting to settle the matter by agreement". The Commission performs this duty through the process of mediation. Where a mediated agreement does not occur, a formal hearing is held by the Commission.

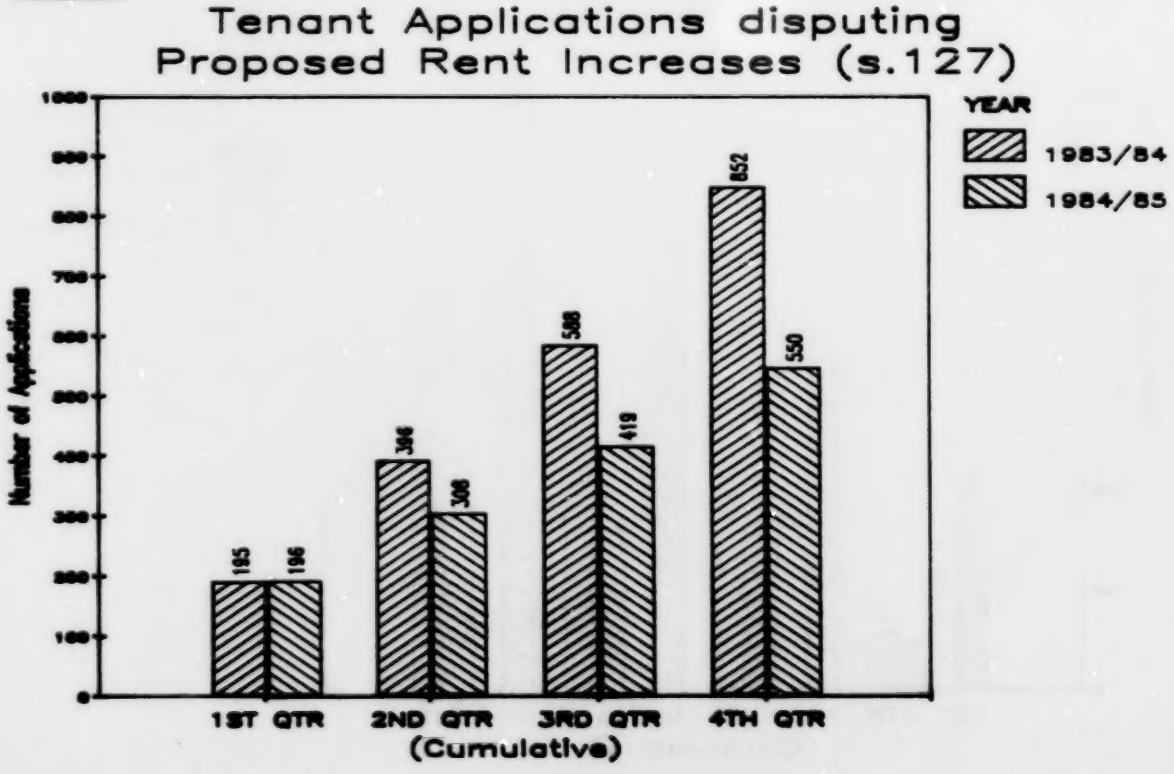
During the year the Commission assisted the parties in reaching an agreement in 1,906 tenant applications for rent rebate compared to 2,028 in the previous year (see Table 10, Chapter 6). This represents a resolution rate of 65% of tenant applications for rent rebate by mediation, a slight decline from 71% last year.

For tenant applications disputing proposed rent increase a total of 138 applications were resolved by mediation, down from 204 last year.

Appeals

During the year, the number of appeals filed with the Commission from decisions of first-level applications declined to 535 from 798 in the previous year, corresponding with the decline in applications for rent review. The proportion of tenant applications being appealed has been increasing in the past few years. For example, of the total appeals filed 44% related to tenant applications in 1984/85 compared to 24% in 1983/84 and only 7% in 1982/83.

Figure 3



The number of appeal applications awaiting a hearing on March 31, 1984 was 127. Receipts throughout the year were 535. The number of applications awaiting a hearing at the end of the year was reduced to 87.

The service level for appeals improved from the previous year. It took an average of 188 days to process an appeal (whole building review) in the year compared to 217 days in the previous year. The decline is attributable to a lower volume of applications and the appointment of four Appeal Commissioners for a portion of the year. The 188 days are broken down into component parts as follows (with last year's figures in brackets): initial order to filing of appeal 22 days (15 days); appeal application to hearing 92 days (148 days); and appeal hearing to issuance of order 75 days (54 days).

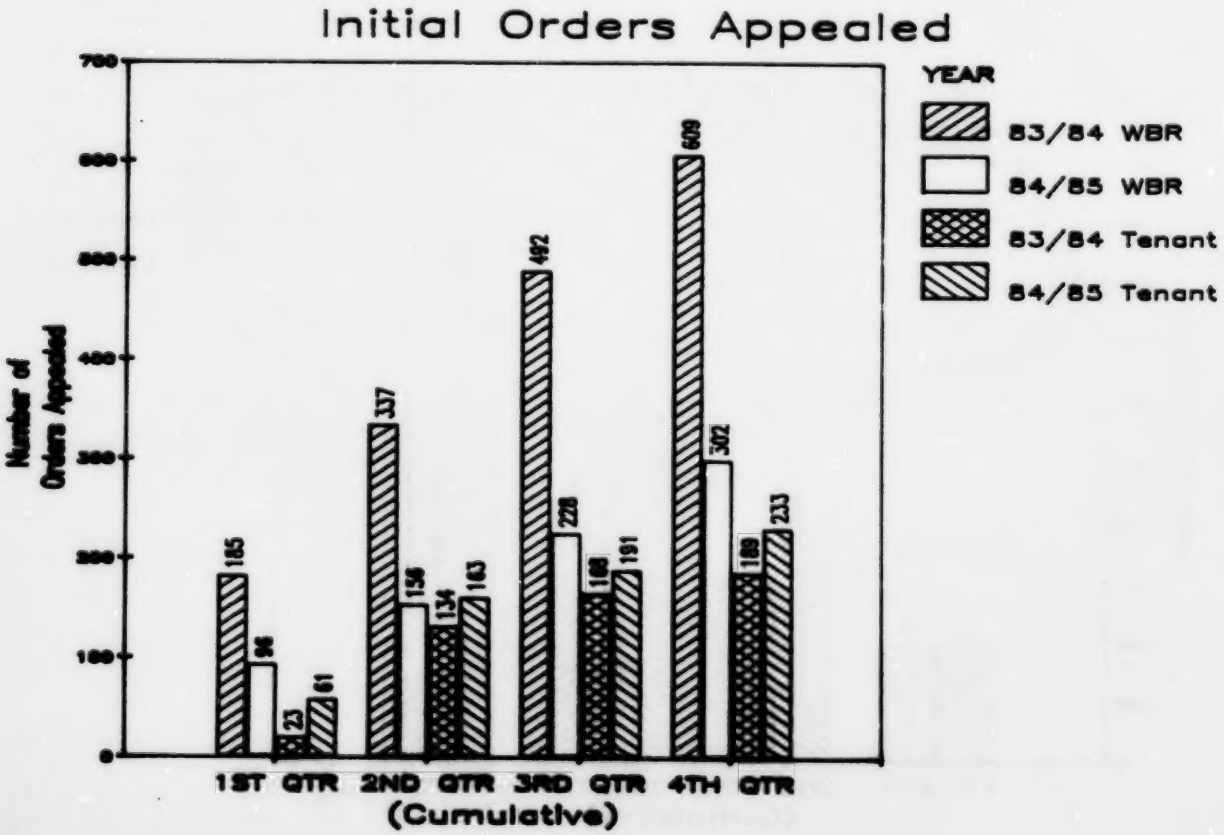
The chart (Figure 4) below illustrates appeal workload, by quarter, for the past two years.

Inquiries

The Commission continued to receive a large volume of inquiries from the public on a wide range of residential tenancy matters. In the year a total of 306,000 inquiries were received, down marginally from the 312,000 inquiries received a year earlier.

As in the previous year, three times as many tenants as landlords made inquiries on subjects ranging from leases and security deposits to notice of rent increase and hearing procedures. A greater proportion of inquiries related to landlord and tenant matters (63%) compared to rent review matters (32%). Approximately 90% of all inquiries were by telephone while the other 10% were walk-in or mail inquiries.

Figure 4



Monitoring, Investigations and Prosecutions

The Commission continued its investigation and prosecution efforts with a view to ensuring compliance with rent review legislation.

In the year 27 new investigations were started, referred either by Commission staff or tenants. A total of 24 investigations were completed during the year and at year-end 11 investigations were still in progress.

A new initiative undertaken during the year was the monitoring of rents with the objective of determining compliance with Residential Tenancy Commission orders. During the last six months of the year 57 apartment complexes involving 4,011 units were sampled. Of these, 6 complexes with 196 units were identified for further investigation and possible prosecution. Tenants in 7 complexes containing 1,478 units were referred to local offices to file an application to determine the lawful rent for their units. At year-end, 18 complexes involving 829 rental units were still being sampled.

Some investigations revealed breach of Commission orders and charges were laid in a number of cases. In the year 7 prosecutions were finalized, of which 6 resulted in convictions. In the seventh case, charges were withdrawn by the Crown. These convictions are summarized below.

1. Four prosecutions for knowingly disobeying Commission orders resulted in convictions in Provincial Court against two companies and three individuals. The fines ranged from $1,000 to $7,500 and totalled $16,500.

2. In the first decision of its kind the Supreme Court of Ontario found an Ottawa landlord to be in contempt of the Commission for refusing to take an oath and provide information to the Commission in the course of rent review proceedings. While no fines were levied, the Court ordered the landlord to be sworn-in as a witness, to answer all questions and to produce all documents legally required by the Commission.

3. In a landmark decision, also involving contempt charges, the Supreme Court of Ontario found a landlord company, Toronto Apartment Buildings Co. Ltd., and its affiliated furniture rental company to be in contempt of the Commission for breach of rent review orders involving three Metro Toronto area buildings. The Court ordered the payment of a $20,000 fine and a further $30,000 to cover the Government's legal costs. The landlord was also required to establish a trust fund in the amount of $210,000 for the purpose of repaying tenants excess rents charged.

Appeals to Divisional Court

Decisions made by appeal panels of the Commission may be further appealed on questions of law to Divisional Court. Applications for judicial review of Commission decisions may also be made to the Divisional Court.

Court decisions provide important guidance for Commissioners in interpreting the Act and conducting hearings. Recent court decisions have affirmed the discretionary powers of Commissioners and established criteria for resolving procedural issues.

In the year an additional 69 Commission decisions were challenged in Divisional Court. During the year 48 cases were resolved, the majority being discontinued by the appellants. The court delivered judgment in 6 cases. At year-end there were 93 cases in progress.

Since the creation of the Commission in 1979, the Court has delivered judgment in 13 cases. The Commission's decisions were upheld in 9 instances, one decision was quashed on judicial review, and three were sent back to the Commission for reconsideration at a hearing. Some important court decisions are summarized below.

1. In the case of Tatsis v. Barbara Apartments, January 20, 1982, 132 D.L.R. (3d) 53, the court held to be proper a statement by the appeal panel that the allowance of relief of hardship, while a discretionary matter, should be denied only in unusual circumstances. The court also held that in considering the question of whether there had been an increase or deterioration in the standard of maintenance and repair of the complex, there is no obligation on the Commission to consider this standard under the heading of an assessment as to the quality or efficiency of management. It would require express statutory language in the Act to impose this additional obligation.

2. In Liebert et al. v. Residential Tenancy Commission, July 7, 1983 (unreported), the court held that the holder of an interest in a stock co-operative is a "landlord" within the meaning of the Residential Tenancies Act.

3. The case of 400 Walmer Rd., Toronto, January 13, 1983 (unreported), concerned the appeal provisions under the Act. It was held by the court that section 117 of the Act contemplates a limited right of appeal and does not contemplate a trial de novo, in whole or in part, regardless of the form of the Notice of Appeal.

4. A very significant decision for the Commission was that of Triassic Holdings Ltd. v. Muirhead et al. (1983), 40 O.R. (2d) 651. The court held in this case that on a landlord's application for rent review, the Commission is required by the Act to scrutinize each and every cost submitted by the landlord, and has the discretion to decide whether all, part, or none of the amounts submitted should go into the formula to determine the rent increase. The Commission's action in this case of notionalizing a mortgage financing cost instead of using actual figures was therefore found to be within jurisdiction.

5. The case of Wolek et al. v. Herzog et al. (1984), (46) O.R. (2d) 513, also represents an important decision. The Commission had dismissed an appeal because of the tenant appellants' failure to give the landlord a copy of their Notice of Appeal and Statement of Disputed and Additional Facts. The court held that this decision was in error, because it appeared to disregard section 93(1) of the Act, which provides that "Every decision of the Commission shall be upon the real merits and justice of the case". The court determined that in the absence of a finding that there had been some unfairness or underhanded conduct on the part of the tenants, or that there was some reason why the landlord could not be protected from additional prejudice involved in the adjournment that was necessary, the Commission should have granted an appropriate adjournment.

Staff Development

Throughout the year 10 different technical training courses were given to employees and Commissioners. A total of 563 participant days were involved in this training as well as 147 resource person days.

5. RENT REVIEW RESULTS

Whole Building Review Hearings

In the year, based on 1,399 hearings held for which orders were issued, landlords requested an average increase of 15.95% and were granted an average increase of 10.03% (see Table 1, Chapter 6). The comparable figures for the previous year were 19.68% and 10.59% respectively.

Reaffirming the experience of previous years, landlords of smaller complexes generally requested and received larger rent increases, and landlords of larger complexes requested and received smaller rent increases. For example, triplex owners, on average, requested increases of 27.2% and were granted increases of 15.3%. By contrast, landlords of large elevator complexes (averaging 117 units), requested and received average increases of 14.9% and 9.6% respectively (see Table 4, Chapter 6).

A large number of increases granted by the Commission, based on units, continued to be in the lower percentage ranges. Over one-half of all units that came to rent review were granted increases below 10%. At the extremities, 1 in 10 units received average rent increases at or below the guideline rate of 6% while only 1 in 100 units received average increases above 25%. (See Table 5A, Chapter 6).

Impact of Cost Factors

The whole building rent review process is based on the cost-pass-through principle which permits landlords to recover cost increases actually experienced or anticipated in the future, with certain limitations on financing costs imposed by the Residential Complexes Financing Costs Restraint Act. The actual costs to be considered are operating costs, capital expenditures, financing costs, financial loss, and relief of hardship.

The relative importance of individual cost factors and their impact on rent increases granted are summarized in Figure 5 below:

Figure 5

Relevant Cost Factor	No. of Hearings	Proport. of all Hearings (%)	Average Total Increase (%)	Portion of Increase Attributable to: Relevant Factor (%)	Portion of Increase Attributable to: Other Factors (%)	Impact of Relevant Factor on all Applic. (%)
1. Operating Costs	1,368	98	10.0	5.0	5.0	4.9
2. Capital Expenditure	1,193	85	10.2	2.8	7.4	2.5
3. Financing Costs	323	23	10.7	3.1	7.5	0.9
4. Financial Loss	680	49	11.0	4.1	6.9	1.6
5. Relief of Hardship	77	6	11.1	1.8	9.3	0.1
Total Hearings	1,399	100	10.0	-	-	10.0 (10.03)

As can be expected operating costs continued to be the single most frequent and important factor in landlords' applications for rent review, and this was allowed in 98% of all decisions issued by the Commission. The rent increase granted due to this factor alone was 5.0% which is below the guideline rate of 6%. In terms of impact, increased operating costs contributed 4.9% to the 10.03% overall increase granted. This was the largest of the cost factors considered.

Capital expenditure was another major factor responsible for rent increases and this was allowed in 85% of all applications before the Commission, up from 68% two years ago. This is encouraging as it shows that the rent review process permits landlords to recover costs associated with maintaining and improving their buildings. The contribution of capital expenditure to the overall rent increase was 2.5% which is sharply higher than the 1.7% experienced in the previous year.

About one in four cases resulted in rent increases justified in part by increased financing costs. However, the proportion of rent increase attributable to this factor alone has been declining in recent years; it was 3.1% in 1984/85 down from 5.1% and 7.9% in the two years immediately preceding. The declining trend reflects relatively stable interest rates. The contribution of this factor to the overall rent increase of 10.03% was 0.9%.

As in the past six years financial loss was experienced by landlords in approximately 50% of all whole building review hearings. The impact of this factor on the overall rent increase was 1.6% virtually unchanged from last year.

The Residential Complexes Financing Costs Restraint Act

This Act limits to a maximum of 5% that portion of a rent increase attributable to financial loss arising out of increased financing costs incurred in the purchase of a rental property.

In more than half of the 680 cases where financial loss was allowed the increase in rent was limited by the application of the Act. If not for the Residential Complexes Financing Costs Restraint Act, these rent increases would have been higher.

Tenant Applications for Rent Rebate

In the year, 2,501 tenant applications for rent rebate were resolved, 1,800 (or 72%) by mediation and 701 (or 28%) through formal hearing. Of those resolved, two-thirds had the monthly rent reduced to the lawful amount and received rent rebates averaging $757, up 28% from $591 in the previous year. In the remaining cases no overcharge was found. The impact of the rent rebates was a refund of $1.3 million to tenants, representing rents in excess of legally permissible amounts (see Table 7, Chapter 6).

Tenant Applications Disputing Proposed Rent Increases

Of the 210 applications processed by the Commission two-thirds were resolved through agreement between the parties with the assistance of a Commission mediator, and the remainder went to a hearing. In 134 cases tenants were successful in obtaining reduction in the proposed rent increase averaging $26 per month. The remaining applications resulted in no changes in proposed rents (see Table 6, Chapter 6).

Appeal Hearings

In the year the Commission conducted 329 whole building review appeal hearings involving 21,562 units. In addition, appeal hearings were held involving 218 tenant applications disputing proposed rent increase and tenant applications for rent rebate.

Decisions were made in 315 whole building review appeals. Results show 38% of units appealed had the orginal rent increase decisions affirmed, 14% of units had their rent increases lowered (by an average of $21 per unit) and 48% of the units were awarded higher rent increases (averaging $18 per unit) than initially allowed.

The above results of appeal hearings may be found in Table 8, Chapter 6.

6. RENT REVIEW PROGRAM STATISTICS

The tables in the following pages provide important workload and results data for the Residential Tenancy Commission for the year. Some of these tables have already been alluded to in the descriptive material in the previous sections.

TABLE 1

AVERAGE RESULTS OF WHOLE BUILDING REVIEW HEARINGS
(1984-85)

OFFICE	# OF HEARINGS	# OF UNITS	INCREASE % REQUESTED	INCREASE MONTHLY $ REQUESTED	INCREASE % GRANTED	INCREASE MONTHLY $ GRANTED
TORONTO	169	9419	15.92	58.41	8.51	30.76
ETOBICOKE	127	4258	15.42	54.43	9.95	34.88
N. YORK	102	11192	14.64	59.90	10.48	42.86
E. YORK	27	1508	17.36	63.59	9.84	35.43
SCARBOROUGH	35	3801	15.99	59.85	11.47	43.50
METRO TORONTO	460	30178	15.45	58.84	9.88	37.67
WINDSOR	46	843	19.96	61.21	10.52	32.19
LONDON	42	1417	14.96	41.51	8.98	25.08
OWEN SOUND	8	100	25.03	42.10	11.20	21.01
KITCHENER	143	2267	16.66	50.79	11.93	36.38
HAMILTON	140	7926	14.48	46.25	9.33	30.01
ST. CATHARINES	86	1089	16.72	45.97	11.79	33.06
MISSISSAUGA	31	1026	19.63	71.07	8.48	30.58
BARRIE	26	285	24.81	58.95	11.60	33.22
OSHAWA	41	888	20.65	64.38	11.47	36.35
PETERBOROUGH	47	334	18.05	49.08	13.47	38.40
KINGSTON	73	649	20.81	110.62	13.65	83.34
OTTAWA	150	5563	16.22	60.04	10.14	37.93
NORTH BAY	16	218	22.28	70.08	13.52	42.19
SUDBURY	29	601	19.63	46.87	9.02	23.62
TIMMINS	45	245	22.96	48.43	12.59	24.38
THUNDER BAY	16	157	16.00	40.95	6.17	16.00
PROVINCE	1399	53786	15.95	56.76	10.03	36.08

TABLE 2 DISTRIBUTION OF BUILDINGS IN WHOLE BUILDING REVIEW HEARINGS BY TYPE OF BUILDING (1984 - 85)

OFFICE	#SF	#DU	#TRI	#FS	#NE	#E	#RH	#T	#M	TOTAL
TORONTO	15	9	9	10	51	71	4	0	0	169
ETOBICOKE	22	4	12	16	38	36	0	0	0	128
N. YORK	8	2	3	5	20	61	0	3	0	102
E. YORK	1	0	0	1	9	16	0	1	0	28
SCARBOROUGH	4	0	3	2	2	23	0	1	0	35
WINDSOR	4	11	2	8	16	5	0	0	0	46
LONDON	1	4	3	3	19	6	0	4	3	43
OWEN SOUND	0	2	1	1	2	0	0	2	0	8
KITCHENER	9	15	17	23	67	6	0	6	0	143
HAMILTON	6	3	1	4	46	77	0	4	0	141
ST. CATHARINES	11	16	4	23	22	7	0	2	2	87
MISSISSAUGA	8	1	0	2	8	11	0	1	0	31
BARRIE	4	4	4	2	9	0	0	2	2	27
OSHAWA	5	2	4	8	13	6	0	2	1	41
PETERBOROUGH	6	11	7	15	2	2	0	4	0	47
KINGSTON	5	10	11	15	31	2	0	0	0	74
OTTAWA	18	28	18	27	30	28	0	0	1	150
NORTH BAY	2	3	0	2	9	0	0	0	0	16
SUDBURY	5	4	4	6	8	2	0	1	1	31
TIMMINS	9	15	5	14	5	0	0	0	1	49
THUNDER BAY	1	5	0	5	5	0	0	1	0	17
PROVINCE	144	149	108	192	412	359	4	34	11	1413

SF-SINGLE FAMILY DWELLING
DU-DUPLEX
TRI-TRIPLEX
FS-FOUR TO SIX UNITS INCLUSIVE
NE-OVER SIX UNITS BUT FEWER THAN FOUR FLOORS (I.E.,NON-ELEVATOR)
E-OVER SIX UNITS WITH FOUR OR MORE FLOORS (I.E.,ELEVATOR)
RH-ROOMING HOUSE
T-TOWNHOUSE
M-MOBILE HOME SITE

IF THERE WERE MORE THAN ONE TYPE OF BUILDING WITHIN A SINGLE RENTAL COMPLEX, A HEARING COULD HAVE BEEN COUNTED MORE THAN ONCE FOR EACH TYPE INVOLVED.

TABLE 3

DISTRIBUTION OF UNITS IN WHOLE BUILDING REVIEW HEARINGS
BY TYPE OF BUILDING
(1984 - 85)

OFFICE	#SF	#DU	#TRI	#FS	#NE	#E	#RH	#T	#M	TOTAL
TORONTO	17	20	22	46	1742	7541	31	0	0	9419
ETOBICOKE	22	6	33	87	940	3170	0	0	0	4258
N. YORK	8	4	8	28	299	10659	0	186	0	11192
E. YORK	1	0	0	6	99	1344	0	58	0	1508
SCARBOROUGH	4	0	9	10	177	3456	0	145	0	3801
WINDSOR	4	21	5	42	281	490	0	0	0	843
LONDON	1	8	9	15	430	805	0	78	71	1417
OWEN SOUND	0	4	3	4	74	0	0	15	0	100
KITCHENER	9	29	48	117	1475	529	0	60	0	2267
HAMILTON	6	6	3	20	767	6999	0	125	0	7926
ST. CATHARINES	12	30	12	109	346	464	0	11	105	1089
MISSISSAUGA	8	2	0	9	122	856	0	29	0	1026
BARRIE	7	7	12	12	131	0	0	78	38	285
OSHAWA	5	6	11	42	228	484	0	46	66	888
PETERBOROUGH	6	17	21	67	60	152	0	11	0	334
KINGSTON	5	17	31	81	428	87	0	0	0	649
OTTAWA	19	42	45	139	579	4675	0	0	64	5563
NORTH BAY	2	5	0	8	203	0	0	0	0	218
SUDBURY	140	5	11	25	184	200	0	32	4	601
TIMMINS	12	22	12	55	89	0	0	0	55	245
THUNDER BAY	1	10	0	42	57	0	0	47	0	157
PROVINCE	289	261	295	964	8711	41911	31	921	403	53786

SF-SINGLE FAMILY DWELLING
DU-DUPLEX
TRI-TRIPLEX
FS-FOUR TO SIX UNITS INCLUSIVE

NE-OVER SIX UNITS BUT FEWER THAN FOUR FLOORS (I.E.,NON-ELEVATOR)
E-OVER SIX UNITS WITH FOUR OR MORE FLOORS (I.E.,ELEVATOR)
RH-ROOMING HOUSE
T-TOWNHOUSE
M-MOBILE HOME SITE

IF THERE WERE MORE THAN ONE TYPE OF BUILDING WITHIN A SINGLE RENTAL COMPLEX, A HEARING COULD HAVE BEEN COUNTED MORE THAN ONCE FOR EACH TYPE INVOLVED.

TABLE 4

DISTRIBUTION OF AVERAGE PERCENTAGE INCREASE REQUESTED AND GRANTED
BY BUILDING TYPE
(1984 - 85)

OFFICE	SF		DU		TRI		FS		NE		E		RH		T		M		TOTAL	
	RE	GR	RE	GR	RE	GR	RE	GR	RE	GR	RE	GR	RE	GR	RE	GR	RE	GR	RE	GR
	(PERCENTAGE(%))																			
TORONTO	25.2	14.1	43.3	11.3	35.3	8.7	30.9	13.1	15.9	8.7	15.7	8.4	21.9	17.2	0.0	0.0	0.0	0.0	15.9	8.5
ETOBICOKE	28.1	13.9	40.6	8.2	15.9	13.1	19.9	10.9	17.6	10.3	14.5	9.8	0.0	0.0	0.0	0.0	0.0	0.0	15.4	9.9
N. YORK	23.0	18.4	57.2	9.9	16.4	9.6	15.7	11.0	20.2	11.3	14.3	10.3	0.0	0.0	24.8	18.2	0.0	0.0	14.6	10.5
E. YORK	3.3	6.7	0.0	0.0	0.0	0.0	9.6	8.0	22.3	9.3	17.3	10.0	0.0	0.0	11.0	6.4	0.0	0.0	17.4	9.8
SCARBOROUGH	20.3	20.4	0.0	0.0	15.4	11.4	13.1	10.2	8.9	7.6	16.2	11.3	0.0	0.0	20.0	19.9	0.0	0.0	16.0	11.5
WINDSOR	27.4	23.4	26.7	21.7	21.5	16.9	23.5	9.3	29.3	13.5	13.9	8.3	0.0	0.0	0.0	0.0	0.0	0.0	20.0	10.5
LONDON	18.9	19.3	39.3	37.4	13.6	10.8	30.4	13.5	17.9	11.7	11.7	7.1	0.0	0.0	22.0	5.8	20.5	12.6	15.0	9.0
OWEN SOUND	0.0	0.0	32.7	11.9	17.0	9.8	40.4	15.3	27.2	11.1	0.0	0.0	0.0	0.0	9.8	10.8	0.0	0.0	25.0	11.2
KITCHENER	37.8	22.7	30.6	20.9	27.5	17.5	23.2	16.6	14.3	10.3	19.6	14.0	0.0	0.0	17.3	13.2	0.0	0.0	16.7	11.9
HAMILTON	26.1	24.2	35.6	11.3	26.9	9.6	29.5	15.3	17.0	11.0	14.1	9.0	0.0	0.0	15.5	14.0	0.0	0.0	14.5	9.3
ST. CATHARINES	44.7	39.8	21.2	17.3	28.5	20.7	21.1	17.8	18.7	10.1	13.4	11.1	0.0	0.0	10.1	8.5	15.0	9.1	16.7	11.8
MISSISSAUGA	16.7	13.0	15.0	15.0	0.0	0.0	35.8	8.6	41.4	11.2	16.5	8.0	0.0	0.0	16.9	8.1	0.0	0.0	19.6	8.5
BARRIE	67.8	11.4	30.5	23.6	33.7	12.7	24.2	10.2	15.9	11.3	0.0	0.0	0.0	0.0	18.9	12.6	56.1	8.5	24.8	11.6
OSHAWA	20.1	20.1	36.4	22.8	26.5	13.6	16.5	11.6	26.0	14.0	19.3	10.1	0.0	0.0	23.4	15.8	10.5	7.4	20.6	11.5
PETERBOROUGH	45.7	33.0	42.5	25.4	29.1	21.6	27.3	17.8	12.8	9.2	10.6	9.6	0.0	0.0	20.0	19.5	0.0	0.0	18.1	13.5
KINGSTON	34.4	24.8	30.8	14.6	31.4	18.7	26.8	14.6	19.9	13.3	13.4	11.8	0.0	0.0	0.0	0.0	0.0	0.0	20.8	13.7
OTTAWA	35.5	20.5	34.8	22.1	32.6	17.2	28.8	12.9	23.1	15.2	14.7	9.2	0.0	0.0	0.0	0.0	10.5	10.5	16.2	10.1
NORTH BAY	26.8	24.4	72.5	21.9	0.0	0.0	11.2	12.6	21.4	13.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	22.3	13.5
SUDBURY	24.6	9.2	37.0	17.5	22.2	10.7	21.8	13.9	16.9	7.5	16.8	9.0	0.0	0.0	15.9	10.6	98.7	17.6	19.6	9.0
TIMMINS	41.6	15.2	39.1	16.1	36.8	14.3	29.7	7.1	13.7	9.3	0.0	0.0	0.0	0.0	0.0	0.0	17.7	21.0	23.0	12.6
THUNDER BAY	28.5	0.0	17.8	11.4	0.0	0.0	19.5	11.6	17.8	6.3	0.0	0.0	0.0	0.0	10.0	0.2	0.0	0.0	16.0	6.2
PROVINCE	28.8	14.6	33.9	18.8	27.2	15.3	24.3	13.5	18.1	10.7	14.9	9.6	21.9	17.2	18.8	13.5	19.6	11.3	15.9	10.0

SF-SINGLE FAMILY DWELLING
DU-DUPLEX
TRI-TRIPLEX
FS-FOUR TO SIX UNITS INCLUSIVE
NE-OVER SIX UNITS BUT FEWER THAN FOUR FLOORS (I.E.,NON-ELEVATOR)
E-OVER SIX UNITS WITH FOUR OR MORE FLOORS (I.E.,ELEVATOR)
RH-ROOMING HOUSE
T-TOWNHOUSE
M-MOBILE HOME SITE
RE-REQUESTED
GR-GRANTED

IF THERE WERE MORE THAN ONE TYPE OF BUILDING WITHIN A SINGLE RENTAL COMPLEX, A HEARING COULD HAVE BEEN COUNTED MORE THAN ONCE FOR EACH TYPE INVOLVED.

TABLE 5

DISTRIBUTION OF THE RESULTS OF WHOLE BUILDING REVIEW HEARINGS
BY RANGE OF PERCENTAGE INCREASE GRANTED
(1984 - 85)

OFFICE	<=6%	6-10%	10-12%	12-14%	14-16%	16-20%	20-25%	25-30%	30-35%	35-40%	40-50%	>50%	TOTAL
TORONTO	30	65	25	11	15	14	6	1	1	0	0	1	169
ETOBICOKE	7	46	16	16	15	15	7	5	0	0	0	0	127
N. YORK	4	45	20	8	9	9	2	2	0	0	3	0	102
E. YORK	4	12	5	1	3	1	0	0	1	0	0	0	27
SCARBOROUGH	2	14	5	6	3	3	1	0	0	1	0	0	35
WINDSOR	6	11	5	3	1	6	6	4	2	0	2	0	46
LONDON	8	11	7	7	3	3	0	0	0	1	1	1	42
OWEN SOUND	0	3	1	2	2	0	0	0	0	0	0	0	8
KITCHENER	1	38	34	10	17	19	14	5	1	1	2	1	143
HAMILTON	11	60	21	21	11	10	4	0	1	0	0	1	140
ST. CATHARINES	4	25	10	6	7	11	8	4	2	0	3	6	86
MISSISSAUGA	4	14	2	5	4	1	1	0	0	0	0	0	31
BARRIE	1	9	4	2	2	5	2	0	0	1	0	0	26
OSHAWA	0	10	5	10	5	6	3	1	0	1	0	0	41
PETERBOROUGH	0	8	3	6	4	9	2	7	1	3	1	3	47
KINGSTON	6	12	9	7	11	18	6	1	1	0	1	1	73
OTTAWA	9	40	19	16	13	22	13	6	3	2	3	4	150
NORTH BAY	1	3	3	1	0	1	7	0	0	0	0	0	16
SUDBURY	3	10	6	0	2	5	1	1	1	0	0	0	29
TIMMINS	6	16	4	7	0	2	4	2	1	0	1	2	45
THUNDER BAY	5	4	0	2	2	2	0	0	1	0	0	0	16
PROVINCE	112	456	204	147	129	162	87	39	16	10	17	20	1399

TABLE 5A

NUMBER OF UNITS INVOLVED IN WHOLE BUILDING REVIEW
DISTRIBUTED BY RANGE OF PERCENTAGE INCREASE GRANTED
(1984-85)

OFFICE	<=6%	6-10%	10-12%	12-14%	14-16%	16-20%	20-25%	25-30%	30-35%	35-40%	40-50%	>50%	TOTAL
TORONTO	1497	5776	1136	452	357	121	40	5	8	0	0	27	9419
ETOBICOKE	120	2218	946	452	265	189	48	20	0	0	0	0	4258
N. YORK	137	5920	2694	607	1249	516	61	4	0	0	4	0	11192
E. YORK	162	703	305	64	174	60	0	0	40	0	0	0	1508
SCARBOROUGH	114	1672	267	546	482	718	1	0	0	1	0	0	3801
WINDSOR	272	189	227	14	4	49	44	38	3	0	3	0	843
LONDON	260	823	76	125	76	30	0	0	0	23	2	2	1417
OWEN SOUND	0	46	2	8	44	0	0	0	0	0	0	0	100
KITCHENER	93	784	655	164	314	108	33	99	3	5	7	2	2267
HAMILTON	887	4486	790	876	563	273	49	0	1	0	0	1	7926
ST. CATHARINES	119	440	149	123	143	37	23	16	19	0	8	12	1089
MISSISSAUGA	310	379	154	166	5	11	1	0	0	0	0	0	1026
BARRIE	11	172	18	6	27	39	10	0	0	2	0	0	285
OSHAWA	0	401	47	282	42	89	24	1	0	2	0	0	888
PETERBOROUGH	0	107	129	18	9	30	5	20	4	8	1	3	334
KINGSTON	33	141	126	89	108	110	16	1	3	0	19	3	649
OTTAWA	901	1983	1175	690	309	347	73	18	3	3	47	14	5563
NORTH BAY	4	33	115	23	0	2	41	0	0	0	0	0	218
SUDBURY	64	284	220	0	8	12	3	1	9	0	0	0	601
TIMMINS	15	111	10	31	0	2	64	4	1	0	4	3	245
THUNDER BAY	74	54	0	12	7	6	0	0	4	0	0	0	157
PROVINCE	5073	26722	9241	4748	4186	2749	536	227	98	44	95	67	53786

TABLE 6

AVERAGE RESULTS OF APPLICATIONS TO DISPUTE A RENT INCREASE
(1984 - 85)

OFFICE	# UNITS BY MEDIATION	# HRGS	# UNITS IN HRGS	TTL UNITS RESOLVED	$ MONTHLY PROPOSED	MONTHLY $ APPR/ AGREED	# WITH RENT RED.	$ MONTHLY REDUCED
TORONTO	10	1	1	11	423.34	404.57	5	37.55
ETOBICOKE	20	2	2	22	444.31	430.99	12	24.40
N. YORK	29	1	1	30	448.71	407.55	13	91.84
E. YORK	3	0	0	3	423.00	371.00	3	52.00
SCARBOROUGH	0	1	1	1	367.10	355.73	1	11.37
WINDSOR	1	0	0	1	372.00	372.00	0	0.00
LONDON	4	0	0	4	297.46	297.46	0	0.00
OWEN SOUND								
KITCHENER	3	0	0	3	299.63	299.63	0	0.00
HAMILTON	3	1	1	4	421.37	384.02	2	74.68
ST. CATHARINES	2	1	1	3	296.37	296.37	0	0.00
MISSISSAUGA								
BARRIE	9	0	0	9	319.63	295.56	8	27.08
OSHAWA	1	0	0	1	425.00	185.50	1	239.50
PETERBOROUGH								
KINGSTON	11	0	0	11	281.41	275.77	11	5.64
OTTAWA	17	2	58	75	503.27	492.60	65	12.32
NORTH BAY	3	1	2	5	302.56	287.92	3	24.40
SUDBURY	11	1	1	12	425.46	425.46	0	0.00
TIMMINS	11	2	2	13	240.10	229.96	10	12.16
THUNDER BAY	2	0	0	2	408.00	408.00	0	0.00
PROVINCE	140	13	70	210	425.85	408.92	134	26.16

TABLE 7

AVERAGE RESULTS OF APPLICATIONS FOR RENT REBATE
(1984 - 85)

OFFICE	# UNITS BY MED.	NO. OF HEARINGS	NO. UNITS IN HRGS	TTL UNITS RESOLVED	AVG. $ REB. ALL UNITS	# WITH $ REBATE	AVERAGE $ REBATE
TORONTO	200	74	89	289	644.40	194	959.96
ETOBICOKE	340	74	82	422	789.55	341	977.10
N. YORK	213	39	61	274	276.12	105	720.54
E. YORK	88	13	48	136	1098.57	108	1383.39
SCARBOROUGH	72	6	86	158	546.82	75	1151.97
WINDSOR	23	6	6	29	306.56	25	355.61
LONDON	277	39	63	340	300.46	223	458.10
OWEN SOUND	1	1	1	2	154.70	2	154.70
KITCHENER	51	17	22	73	290.76	46	461.42
HAMILTON	46	17	32	78	580.50	69	656.22
ST. CATHARINES	26	2	3	29	312.57	26	323.74
MISSISSAUGA	18	9	44	62	530.33	35	939.44
BARRIE	29	8	8	37	255.35	28	337.42
OSHAWA	18	12	13	31	541.24	22	762.66
PETERBOROUGH	26	15	34	60	321.52	45	428.69
KINGSTON	40	6	6	46	204.21	37	253.88
OTTAWA	255	71	74	329	391.67	218	591.09
NORTH BAY	10	2	2	12	620.74	11	677.17
SUDBURY	30	4	4	34	245.17	30	277.86
TIMMINS	32	17	17	49	530.74	43	604.80
THUNDER BAY	5	3	6	11	443.03	8	609.17
PROVINCE	1800	435	701	2501	512.24	1693	756.72

TABLE 8

DISTRIBUTION OF RESULTS OF APPEALS BY RANGES OF DOLLARS
(1984 - 85)

OFFICE	TOTAL HRGS	$ INCREASE FROM INITIAL HEARING: TOTAL UNITS	PER-CENT	<=5	6-10	11-15	>15	AVG $ INC	$ DECREASE FROM INITIAL HEARING: TOTAL UNITS	PER-CENT	<=5	6-10	11-15	>15	AVG $ DEC	RENTS AFFIRMED: TOTAL UNITS	PER-CENT
TORONTO	56	2631	67	901	908	403	419	9	236	6	48	76	74	38	15	1053	27
ETOBICOKE	52	727	41	97	542	13	75	9	359	20	132	174	0	53	10	694	39
N. YORK	56	2016	35	993	590	150	283	45	950	16	158	0	640	152	23	2807	49
E. YORK	14	799	78	225	219	208	147	9	12	1	12	0	0	0	2	214	21
SCARBOROUGH	12	759	46	364	0	200	195	10	233	14	145	0	88	0	7	673	40
WINDSOR	5	2	1	0	0	0	2	20	0	0	0	0	0	0	0	161	99
LONDON	6	493	81	52	212	0	229	19	0	0	0	0	0	0	0	117	19
OWEN SOUND	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	100
KITCHENER	8	10	6	3	0	0	7	173	30	17	23	0	0	7	10	141	78
HAMILTON	25	1274	50	614	198	0	462	26	276	11	269	0	1	6	6	992	39
ST. CATHARINES	4	31	100	0	17	0	14	18	0	0	0	0	0	0	0	0	0
MISSISSAUCA	7	376	79	131	177	68	0	6	0	0	0	0	0	0	0	102	21
BARRIE	3	120	96	120	0	0	0	2	1	1	0	0	0	1	20	4	3
OSHAWA	10	47	12	20	5	22	0	9	45	12	45	0	0	0	2	290	76
PETERBOROUGH	3	3	8	0	0	3	0	11	2	5	0	0	0	2	156	34	87
KINGSTON	7	62	98	16	38	0	8	8	1	2	0	0	0	1	115	0	0
OTTAWA	36	1335	41	289	148	812	86	11	941	29	3	5	504	429	34	963	30
NORTH BAY	1	8	100	0	0	0	8	23	0	0	0	0	0	0	0	0	0
SUDBURY	4	128	30	0	127	1	0	6	0	0	0	0	0	0	0	297	70
TIMMINS	4	3	10	3	0	0	0	1	0	0	0	0	0	0	0	27	90
THUNDER BAY	1	3	100	0	0	0	3	24	0	0	0	0	0	0	0	0	0
PROVINCE	315	10827	48	3828	3181	1880	1938	18	3086	14	835	255	1307	689	21	8571	38

TABLE 9

INQUIRY STATISTICS
(1984 - 85)

OFFICE	TOTAL NUMBER OF INQUIRIES	NUMBER OF INQUIRIES BY METHOD			NUMBER OF INQUIRIES BY SOURCE			NUMBER OF INQUIRIES BY SUBJECT**		
		VISIT	TELEPHONE	MAIL	LANDLORD	TENANT	OTHER	R.T.A.	L.+T.A.	OTHER
TORONTO	56219	4081	51987	151	13774	40388	2057	21676	34896	1023
ETOBICOKE	15455	1230	13883	342	3833	11157	465	6480	9130	963
N. YORK	19622	1605	17904	113	3274	15451	897	8044	11192	2099
E. YORK	5876	693	5130	53	1250	4449	177	2422	3844	82
SCARBOROUGH	10575	771	9721	83	1431	8760	384	3518	6884	457
WINDSOR	16507	2504	13990	13	6094	9801	612	5628	12272	459
LONDON	17443	1221	16202	20	3651	13231	561	5994	12399	283
OWEN SOUND	2469	364	2095	10	809	1444	216	846	1929	132
KITCHENER	18203	1419	16771	13	4044	12975	1184	4347	13903	976
HAMILTON	22437	1528	20887	22	4961	16852	624	5336	15758	2192
ST. CATHARINES	6869	773	6094	2	1923	4762	184	3046	4261	179
MISSISSAUGA	15759	1164	14577	18	2517	13018	224	3109	13439	1241
BARRIE	6465	1081	5361	23	2194	4042	229	2701	5181	202
OSHAWA	5210	656	4544	10	1234	3780	196	1856	3613	137
PETERBOROUGH	6642	1031	5599	12	1709	4663	270	2070	4540	298
KINGSTON	7976	828	7069	79	2432	5094	450	2718	5595	347
OTTAWA	43759	4033	39207	519	10575	30943	2241	17131	27529	2626
NORTH BAY	4229	787	3442	0	1426	2606	197	1067	3121	502
SUDBURY	10485	1322	9144	19	3363	6449	673	2709	7792	514
TIMMINS	6646	1243	5380	23	2038	4202	406	1998	5412	574
THUNDER BAY	6942	1232	5678	32	2395	4189	358	1936	5396	290
PROVINCE	305788	29566	274665	1557	74927	218256	12605	104632	208086	15576
% DISTRIBUTION*	100.0	9.7	89.8	0.5	24.5	71.4	4.1	31.9	63.4	4.7

* INDICATES THE PERCENTAGE DISTRIBUTION AMONG THE CATEGORIES WITHIN EACH OF THE THREE BROAD HEADINGS.

** THE TOTALS OF THIS SECTION EXCEED THE NUMBER OF INQUIRIES AS TWO OR MORE SUBJECTS WERE DISCUSSED BY THE CALLER.

TABLE 10

WORKLOAD STATISTICS BY FIELD OFFICE FOR 1984/85

OFFICE	APPLICATIONS RECEIVED					HEARINGS COMPLETED			MEDIATED SETTLEMENTS		OUTSTANDING APPLICATIONS (AT YEAR END)		
	Landlords	Tenants Rent Red.	Tenants Rent Rebate	Appeals	Whole Bld. Review	Tenants Rent Red.	Tenants Rent Rebate	Appeals	Tenants Rent Red.	Tenants Rent Rebate	Landlords	Tenant	Appeals
Toronto	269	90	551	89	209	8	99	95	8	218	59	319	19
Etobicoke	153	35	462	47	148	1	86	57	22	350	40	73	6
North York	108	131	419	73	125	3	42	76	28	225	23	210	17
East York	26	6	220	49	27	3	15	42	1	85	5	119	8
Scarborough	44	4	126	16	47	1	88	14	1	58	10	25	1
Windsor	61	2	45	11	55	0	6	4	1	24	11	14	5
London	42	9	420	7	45	0	37	10	4	287	6	89	0
Owen Sound	12	0	2	0	8	0	1	2	0	1	3	0	0
Kitchener	176	8	95	14	162	3	27	14	2	76	28	27	2
Hamilton	176	10	157	40	157	1	20	39	4	50	40	88	7
St. Catharines	82	1	28	3	91	1	3	3	2	26	21	2	0
Mississauga	43	0	90	31	39	0	9	30	0	15	12	59	1
Barrie	41	19	63	2	37	2	13	5	9	34	8	32	0
Peterborough	51	9	58	6	60	2	30	6	0	24	15	9	4
Kingston	104	21	74	7	96	3	7	9	11	50	24	21	1
Ottawa	220	141	378	109	217	188	101	113	17	278	64	126	9
Oshawa	45	3	26	15	47	0	12	13	1	17	15	3	1
North Bay	15	27	15	3	24	3	0	2	0	12	3	5	0
Sudbury	59	12	41	2	35	1	6	6	11	30	15	7	1
Timmins	50	18	49	9	53	2	19	5	12	39	5	2	3
Thunder Bay	16	4	17	2	18	0	6	2	4	7	5	7	2
Central Processing	0	0	0	0	1	0	0	0	0	0	0	0	0
Province	1793	550	3336	535	1701	222	628	547	138	1906	409	1237	87

TABLE 11

SIX YEAR STATISTICAL SUMMARY

	1979/80 (7 months)	1990/91	1991/92	1992/93	1993/94	1994/95
Workload						
1. Whole Building Review Applications						
(a) Applications received	987	2,170	5,027	5,442	2,074	1,793
(b) Rental units received	26,374	51,542	157,811	189,952	76,839	58,043
2. Tenant applications received	993	2,809	3,053	3,753	3,987	3,886
3. Appeals filed	104	280	417	725	798	535
4. Inquiries received	35,552	122,224	172,749	271,151	311,881	305,788
5. Hearings held						
(a) Initial Hearings	760	1,781	3,369	5,224	3,784	2,551
(b) Appeal hearings	20	290	229	415	772	547
6. Successful mediations held	322	1,096	1,203	1,412	2,232	2,044
7. Outstanding Workload (at year-end)						
(a) Whole Building Review Hearings	282	457	2,034	1,978	566	409
(b) Tenant applications	235	430	690	1,349	1,073	1,237
(c) Appeal hearings	73	37	149	281	127	87
Service Levels						
1. Whole Building Review applications for which Order was issued prior to the effective date of the first rent increase	n/a	54%	31%	5%	6%	13%
2. Average days from application receipt to issue of order or date of agreement, for						
(a) Whole Building Review Applications	n/a	88	109	178	213	158
(b) Tenant Applications						
- Rent Reduction	n/a	55	66	74	110	132
- Rent Rebate	n/a	48	54	88	117	92
(c) Appeals	n/a	97	128	179	202	188
Rent Review Results						
1. Average rent increase granted (%)	10.7	11.6	14.7	14.2	10.6	10.0
2. Average rent rebate granted ($)	219.99	346.49	296.04	450.38	591.49	756.72
Resources						
1. Expenditure ($000)	1,644	4,727	4,975	6,503	7,735	7,442
2. Number of Commissioners	25	31	29	38	43	42

PUBLIC INFORMATION MATERIAL

Following is a complete listing of reference materials available to the public from Residential Tenancy Commission offices or, in some instances, the Ontario Government Book Store.

- INTERPRETATION GUIDELINES
  - Procedural Guidelines
  - Rent Review Guidelines
  - Landlord and Tenant Guidelines

- GUIDE TO THE COST REVENUE STATEMENT

- SUMMARY OF SIGNIFICANT DECISIONS

- ANNUAL REPORT TO THE MINISTER

- PROCEDURES MANUAL

- PUBLIC INFORMATION BROCHURES
  - Rent Review: Here are the Facts
  - Appealing a Decision, It's a Matter of Facts
  - Your Rights and Obligations under the Landlord Tenant Act, Part IV (Residential Premises).

RESIDENTIAL TENANCY COMMISSION OFFICES

Central Region

1.	East York	7 Overlea Boulevard, 6th Floor Toronto, Ontario, M4H 1A8 (416) 429-0664
2.	Etobicoke	5233 Dundas Street West, 4th Floor, Etobicoke, Ontario, M9B 1A6 (416) 236-2681
3.	North York	45 Sheppard Avenue East, 5th Floor Willowdale, Ontario, M2N 5W9 (416) 224-7643
4.	Scarborough	2100 Ellesmere Road, 3rd Floor, M1H 3B7 (416) 438-3452
5.	Toronto	56 Wellesley Street West, 8th Floor, M7A 2J9 (416) 964-8281

South-Western Region

6.	Barrie	114 Worsley Street, 5th Floor, L4M 1M1 (705) 737-2111
7.	Hamilton	25 Main Street West, 16th Floor, L8P 1H1 (416) 528-8701
8.	Kitchener	30 Duke Street West, 4th Floor, N2H 3W5 (519) 579-5790
9.	London	80 Dundas Street East, 1st Floor, N6A 2P3 (519) 673-1660
10.	Mississauga	1310 Dundas Street East, 2nd Floor, L4Y 2C1 (416) 270-3280
11.	Owen Sound	1131 Second Avenue East, Suite 106, N4K 2J1 (519) 376-3202
12.	St. Catharines	43 Church Street, 6th Floor, L2R 7E1 (416) 684-6562
13.	Windsor	99 Chatham Street East, 7th Floor, P.O Box 189, Station 'A', N9A 6V6, (519) 253-3532

Eastern & Northern Region

14.	Kingston	275 Ontario Street, Suite 100, K7K 2X5 (613) 547-2244
15.	North Bay	215 Oak Street East, P1B 8P8 (705) 476-1231
16.	Oshawa	11 Simcoe Street North, 5th Floor, L1G 4R7 (416) 723-8135
17.	Ottawa	10 Rideau Street, 3rd Floor, K1N 9J1 (613) 230-5114
18.	Peterborough	139 George Street North, K9J 3G6 (705) 743-9511
19.	Sudbury	199 Larch Street, 5th Floor, P3E 5P9 (705) 675-4373
20.	Thunder Bay	435 James Street South, 3rd Floor, P.O. Box 5000, Station "F", P7C 5G6 (807) 475-1595
21.	Timmins	273 Third Avenue, 2nd Floor, P4N 1E2 (705) 264-9555